



## **Limited English Proficiency Plan**

### **Exhibit 2 – Title VI Plan**

Rapid City Regional Airport  
4550 Terminal Rd. Ste 102  
Rapid City, SD 57703

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## Purpose

The purpose of this plan is to take reasonable steps to provide meaningful access to Limited English Proficiency persons seeking to use Rapid City Regional Airport. This Limited English Proficiency Plan is enacted in compliance with [49 CFR Part 21](#), Nondiscrimination in Federally-Assisted Programs of the Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964.

Rapid City Regional Airport (RAP) will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and opportunities to participate

in our services, activities, and programs. RAP staff shall provide language assistance services to LEP Persons seeking to use airport services, activities, and programs whenever a LEP Person requests language assistance services.

The plan includes an assessment of the LEP needs of the area, an explanation of the steps that are currently being taken to address these needs, and the steps planned for the future to ensure meaningful access to transit programs by persons with LEP.

## **Terms & Definitions**

**Airport Administration Office:** Offices located at 4550 Terminal Rd. Ste 102 Rapid City, SD. Open for access Monday through Friday from 8:30 AM – 4:30 PM MST.

**Airport Website:** Refers to <https://rapairport.com>, compatible with Google Translator.

**Bilingual:** the ability to speak fluently, and communicate directly and accurately, in both English and another language.

**Foreign Language:** A language that is not widely or officially spoken in a particular place.

**Google Translator:** Google's free service used to instantly translate words and phrases between English and 132 other languages. <https://translate.google.com>

**Google Analytics:** A web service that tracks demographics and language data for website users.

**I Speak Cards:** A document with various languages and images used to assist foreign language speakers with airport inquiries.

**Interpretation:** The act of listening to a communication in one language and orally converting it to another language, while retaining the same meaning.

**IPad:** A tablet designed by Apple Inc. used by Terminal Services to access Google Translator and other helpful information as needed by airport customers.

**Language Assistance Services:** Oral and written language services needed to assist LEP persons to communicate effectively with staff, and to provide LEP persons with meaningful access to airport sponsor programs or activities

**LanguageLine Solutions:** A service providing language interpretation in more than 240 languages, including American Sign Language.

**LEP Persons:** Individuals who do not speak English as their primary language and those who have a limited ability to read, write, speak, or understand English.

**Meaningful Access** – Language assistance that results in accurate, timely and effective communication at no cost to the LEP person.

**RAP:** Rapid City Regional Airport .

**Translation:** The replacement of written text from one language into an equivalent written text in another language.

### **Four Factor Analysis**

#### **1. Proportions of LEP Persons**

The threshold used for identifying languages with significant LEP populations is the DOT LEP Policy Guidance safe harbor threshold, which is 5% or 1,000, whichever is less. According to the data we gathered from Lep.gov for Pennington County, South Dakota, only 1.129% of the population qualifies as LEP population. The largest group is Spanish speaking at 495 people out of a population of 95,397. All groups are below the threshold. The safe harbor for our community is 4,769.

LEP Persons Pennington County	
Spanish	495
Other Native North American Languages	94
Vietnamese	62
German	88

Source: [https://www.lep.gov/maps/lma2015/Final\\_508](https://www.lep.gov/maps/lma2015/Final_508)

According to the most recent **U.S. Census Bureau** data, Rapid City, SD has a limited LEP population. Only 287 households reported Limited English Proficiency, an average of 0.77%.

The service population for RAP has been defined as persons living in Rapid City, Rapid Valley or Box Elder.

Language Spoken at Home	Rapid City	Rapid Valley	Box Elder
Total Households	30,316	3,293	3,532
Percent of LEP Households	0.9%	0%	0.5%
Spanish	7.4%	0%	8.3%
Other Indo-European	4.4%	0%	0%
Asian and Pacific Island	42.3%	0%	9.5%

Other	9.4%	0%	0%
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Source: U.S. Census Bureau, 2020 American Community Survey

## **APPENDIX E – B16001 Language Census Data**

**Google Analytics** In 2022, 96.8% of all Airport Website users viewed the site in English.

Website User Language	Rapid City, SD
English	96.8%
Spanish	2.25%

Source: Google Analytics, July 01, 2022 – December 31, 2022

**Rapid City Area Schools English Learner Program** supports culturally and linguistically diverse students K-12 who are learning English as an additional language. According to their data, Spanish was the prevalent non-English language for minors enrolled in their program. Rapid City Area Schools serves 12,807 students in total, 160 students from various backgrounds are enrolled in the English Learner Program.

Student Language	
Spanish	56
Igbo	19
Tagalog	10
Mandarin	7
Filipino	6

Source: [Rapid City Area School District](#)

## **2. Frequency of Contact with LEP Persons**

**Staff and tenant survey** will be conducted annually.

As of May 31, 2023, Spanish was the most frequently-observed language besides English. 76% of individuals surveyed encountered a LEP Person less than 12 days per year, the most frequently encountered non-English language was Spanish.

Questions:

1. How many times in the last 12 months, have you had an interaction with a LEP Person?

2. Besides English, which language do you encounter most frequently at the airport?
3. If applicable, please list additional languages you speak:
4. If applicable, are you willing to occasionally provide translation assistance to guests with Limited English Proficiency?

**A passenger feedback form** is available, which collects language and demographic data at <https://rapairport.com/frequently-asked-questions>. Results are reviewed annually. QR codes with a link to this form are available in the pre-security terminal near the Ground Transportation help desk.

**LanguageLine usage reports** will be compiled annually to determine the languages most frequently interpreted.

**Voluntary Demographic Information Collection** sent to RAP Board of Directors every three years. Employees of the City of Rapid City also submit demographic information at the time of hiring.

### **3. Nature and Importance of the LEP Program**

Rapid City Regional Airport is classified as a small hub primary with 672,549 total passengers in 2022. RAP is served by five major airlines, Allegiant, American, Delta, Sun Country, and United. No international destinations are directly served by RAP.

The nature of services is most significant in the areas of communication with employees, service providers, and the traveling public. Language assistance is also important in the context of RAP's emergency assistance procedures, further addressed in the Airport Emergency Plan ("AEP") as required by [AC 150/5200-31C](#).

### **4. Resources Available**

RAP will take reasonable steps to provide the opportunity for meaningful access to LEP persons who have difficulty communicating in English at no cost to the LEP Person. At this point, while we believe that contact with LEP persons is relatively infrequent, we have implemented procedures to provide language assistance to this relatively small population.

- a. Use ["I Speak Cards" \(APPENDIX B\)](#) whereas LEP Persons can identify their spoken language.
- b. Use Google Translator on specified iPad(s) if unable to determine written/spoken language and/or to assist with customer inquiry. Assistance is available at the Ground Transportation help desk pre-security.

- c. Use LanguageLine Solutions interpretation services via audio or video on IPad(s) to assist with translation. Assistance is available at the Ground Transportation help desk pre-security.
- d. Information provided on the Airport Website notifying LEP persons of available resources regarding language assistance.
- e. Request assistance from bilingual employees:
  - Nathan Borchard | Sky Dine Inc. | Spanish
  - Migdalia VanMeter | City of Rapid City | Spanish
- f. The Airport Website is compatible with Google Translator.

## **Implementation**

### **Staff and Tenant Training**

- a. RAP will provide a copy of the LEP plan at the Airport Administration Office.
- b. Language assistance training will be included during the annual badging renewal process for all staff, tenants, and applicable contractors.

### **Monitoring and Updating the Program**

RAP will review the effectiveness of the Language Assistance Plan annually. The plan will also be updated as needed based on the below assessments.

- a. Number of LEP persons in the identified service population.
- b. Number and type of language requests made via LanguageLine.
- c. Responses from the passenger feedback form.
- d. Complaints relating to the language assistance plan.
- e. Effectiveness and utilization of tools used for language assistance.

### **Outreach Techniques**

- a. Provide terminal announcements in Spanish with instructions to access language assistance services.
- b. Provide information on terminal [Flight Information Boards \(APPENDIX C\)](#) regarding language assistance.
- c. Post required notices in Spanish and English in the RAP Terminal (i.e. [Non-Discrimination posters](#)). Posters are located at multiple high-traffic points throughout the terminal.
- d. Information provided on the Airport Website notifying LEP persons of available resources regarding language assistance.

- e. To ensure that the community is effectively informed of and able to participate in public hearings, the Rapid City Regional Airport Public Information Officer offers language assistance in all public notices, including for any language spoken by a significant number or proportion of the Affected Community population that has limited English proficiency (LEP). Such notices will include directions for obtaining an interpreter, free of charge, for public hearings. [28 CFR § 42.405\(d\)](#).
- f. If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- g. Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

## **Complaint Procedures**

49 CFR 21.11; 49 CFR 21 Appendix C (b)(3); 28 CFR 42.406(d)

Scope. These procedures are for complaints of discrimination under Title VI and related laws (hereafter “Title VI Complaints.” In order to be a Title VI Complaint, the complaint must:

1. Allege discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age or violations administrative requirements under Title VI or related laws.
2. Not only be for employment matters<sup>1</sup>
3. Allege misconduct by Rapid City Regional Airport, including airport employees, contractors, concessionaires, lessees, or tenants.
4. Concern an airport facility or actions by the **Rapid City Regional Airport** including airport employees, contractors, concessionaires, lessees, or tenants.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex

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<sup>1</sup> Complaints of employment discrimination must be addressed as required by EEOC and other applicable authorities with jurisdiction over employment matters. If an Airport sponsor employment activity is supported by FAA-provided financial assistance or it is alleged that the employment discrimination affects the broader airport program, complaints about that activity must also be reported to FAA.



(including sexual orientation and gender identity), creed, or age has the right to file a complaint with the **Rapid City Regional Airport**.<sup>2</sup> Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log in the complaint and promptly send copies of the complaint to **the City of Rapid City Human Resources Department – 300 6<sup>th</sup> St. Rapid City, SD**

Complaints must be filed within **15** days of the discriminatory event, must be in writing, and must be delivered to:

Toni Broom  
Title VI Coordinator  
Rapid City Regional Airport  
4550 Terminal Rd., #102  
Rapid City, SD 57703  
605-394-4195  
Or by email to: [Toni.Broom@rcgov.org](mailto:Toni.Broom@rcgov.org)

Or

Megan Johnson  
Secondary Title VI Coordinator  
Rapid City Regional Airport  
4550 Terminal Rd., 102  
605-791-6784  
Or by email to: [Megan.Johnson@rcgov.org](mailto:Megan.Johnson@rcgov.org)

It is recommended that the attached [Title VI Complaint Form \(APPENDIX A\)](#) located at <https://RapAirport.com/Accessibility> be used for complaints.

If a complaint is initially made by phone, it must be supplemented with a written complaint before **15 days** after the discriminatory event has passed. If a verbal complaint is received, the complainant should be given a copy of the Airport Discrimination Complaint Procedures and instructed to submit a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

Initial Procedure. The Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible in lieu of an investigation. If successfully resolved, the Coordinator will issue a closure letter to the complainant, record the disposition in the complaints log, and report the resolution to FAA.

### **Discrimination Complaint Referral Procedure**

Internal Complaint Referral. All Title VI complaints must be promptly forwarded to the Coordinator within **15 days**.

Initial FAA Notification. A copy of each Title VI complaint will be forwarded to the FAA within 15 days of initial receipt (not the date that the Coordinator was notified). The Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter, and the results thereof to the FAA Civil Rights staff. (Note: complaints based on disability do not have to be forwarded to FAA.) To transmit complaint information to the FAA, the Coordinator will **uploaded to the FAA Civil Rights Connect System**. The Coordinator will also seek technical assistance from FAA, as needed, throughout complaint intake, investigation and resolution process.

### **Investigation Procedure**

Assignment of Investigator. The Coordinator will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Coordinator will promptly investigate all Title VI complaints, including those referred by the FAA for investigation. If the FAA is investigating a complaint against **Rapid City Regional Airport**, the Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share factual information with the FAA.

#### Prompt Investigation.

Within 15 calendar days from receipt of a complete complaint, Rapid City Regional Airport will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation.

Within five (5) calendar days of this decision, the Title VI Coordinator or his/her authorized designee will notify the Complainant by registered mail, informing them of the disposition.

- A. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
- B. If the complaint is to be investigated, the notification shall state the grounds of Rapid City Regional Airport's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- C. Rapid City Regional Airport or his/her authorized designee will issue letters of finding to the Complainant within 90 calendar days from receipt of the complaint.

Contact with Complainant. The Coordinator will meet with the complainant to clarify the issues and obtain additional information, and also speak with community members and potential witnesses, as appropriate.

Investigation Report. After completing the investigation, the Coordinator will prepare a written report.

Consultation with Legal Counsel. In each case, the Coordinator will consult with Legal Counsel regarding the investigation and the report. Airport Legal Counsel will ensure that the report is consistent with the DOT and FAA Title VI nondiscrimination requirements.

Prompt Resolution of Disputes. The Coordinator will emphasize voluntary compliance and quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through **negotiation or mediation**.

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state **Rapid City Regional Airport's** conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights. A summary of the investigation report, any appeal, or follow-up actions will be sent to the FAA via **the FAA Civil Rights Connect System**.

Appeal Rights. The complainant must be notified of their right to appeal the

findings or determinations, and of the procedures and requirements for an appeal:

- The complainant may appeal in writing to Rapid City Regional Airport's **Executive Director and/or South Dakota Department of Tourism Civil Rights Compliance Office**.
- The written appeal must be received **within 15** business days after receipt of the written decision.
- The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
- The **Rapid City Regional Airport Executive Director** will issue a final written decision in response to the appeal.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of discrimination, the **Rapid City Regional Airport** will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. **Rapid City Regional Airport** employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

For information on filing a complaint with DOT/FAA, please contact:

Toni Broom  
Title VI Coordinator  
Rapid City Regional Airport  
4550 Terminal Rd., #102  
Rapid City, SD 57703  
605-394-4195  
Or by email to: [Toni.Broom@rcgov.org](mailto:Toni.Broom@rcgov.org)

Or

Megan Johnson  
Secondary Title VI Coordinator  
Rapid City Regional Airport  
4550 Terminal Rd., 102  
605-791-6784  
Or by email to: [Megan.Johnson@rcgov.org](mailto:Megan.Johnson@rcgov.org)

This complaint procedure is shared with the public through the following methods:

## Website, In-person, and Other Distribution Methods

**1** *Airport website, [RapAirport.com/accessibility](http://RapAirport.com/accessibility)*

**2** Binder located in the Airport Administration Offices – 4550 Terminal Rd. Ste 102 during standard business hours.

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It is the policy of RAP that no person shall be subjected to retaliation/reprisal for participation in Equal Employment Opportunity (EEO) process, whistle-blowing, or speaking out against practices he or she believes may constitute unlawful discrimination. Retaliation/Reprisal is unlawful and will not be condoned or tolerated in the RAP workplace.

For assistance after normal business hours or on weekends and holidays, please contact Airport Operations at (605) 593-3419.

### Appendices

#### **APPENDIX A - Complaint Form**



**RAPID CITY REGIONAL  
AIRPORT**

4550 TERMINAL ROAD • SUITE 102 • RAPID CITY • SOUTH DAKOTA 57703-8706 • 605-394-4195<sup>office</sup> • 605-394-6190<sup>fax</sup>

## **TITLE VI Complaint Form**

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Please provide the following information necessary in order to process your complaint. A formal complaint must be filed within fifteen (15) calendar days of the occurrence of the alleged discriminatory act. Assistance is available upon request. Please contact Rapid City Regional Airport at 605-791-6794.

### **Complete this form and return to:**

Rapid City Regional Airport  
Toni Broom  
Title VI Coordinator  
4550 Terminal Rd. Ste 102  
Rapid City, SD 57703

Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ (Work): \_\_\_\_\_

Person(s) discriminated against (if other than complainant)

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ (Work): \_\_\_\_\_

What is the discrimination based on?

- |  |                                |
|--|--------------------------------|
| <input type="checkbox"/> Race                        | <input type="checkbox"/> Color |
| <input type="checkbox"/> National Origin             | <input type="checkbox"/> Creed |
| <input type="checkbox"/> Sex                         |                                |
| <input type="checkbox"/> Disability                  |                                |
| <input type="checkbox"/> Income Status               |                                |
| <input type="checkbox"/> Limited English Proficiency |                                |
| <input type="checkbox"/> Age                         |                                |

Date of the alleged discrimination: \_\_\_\_\_ Location: \_\_\_\_\_

Agency or person that was responsible for alleged discrimination: \_\_\_\_\_

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (additional sheets of paper may be attached to this form).

List names and contact information of persons who may have knowledge of the alleged discrimination.

What remedy are you seeking?

Have you filed this complaint with any other Federal, State or local agency? If so, whom.

**Please sign and date. The complaint will not be accepted if it has not been signed. You may attach any written materials or other supporting information that you think is relevant to your complaint.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**The Title VI Complaint form may also be submitted directly to the following agencies:**

Rapid City Regional Airport (primary)  
Toni Broom  
4550 Terminal Rd. Suite 102  
Rapid City, SD 57703  
605-791-6794

South Dakota Department of Transportation  
Civil Rights Compliance Officer / ADA Coordinator  
June Hansen  
700 E. Broadway Ave.  
Pierre, SD 57501  
605-773-3540  
Telecommunication Relay Service for the Deaf: 1-800-877-1113

City of Rapid City Human Resources  
Nick Stroot  
300 Sixth Street  
Rapid City, SD 57701  
605-394-4136

Federal Aviation Administration  
Office of Civil Rights  
800 Independence Ave. SW  
Washington, DC 20591

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4550 TERMINAL ROAD • SUITE 102 • RAPID CITY • SOUTH DAKOTA 57703-8706 • 605-394-4195<sup>office</sup> • 605-394-6190<sup>fax</sup>

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## APPENDIX B - I Speak Cards

2004 Census Test	United States Census 2010	LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/>	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/>	Խոսողում ենք նաև կատարված այս քանակություն, կթև խոսում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/>	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/>	ឈ្មួចញ៉ាត់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/>	Motka i kahhon ya yangin untungnu' manaitai pat untungnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/>	如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/>	如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/>	Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/>	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/>	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/>	Mark this box if you read or speak English.	11. English
<input type="checkbox"/>	اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

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Economics and Statistics Administration  
U.S. CENSUS BUREAU

<input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/> Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/> Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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Economics and Statistics Administration  
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<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portugues
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องดำทึบด้านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish


DB-3309

U.S. DEPARTMENT OF COMMERCE  
Economics and Statistics Administration  
U.S. CENSUS BUREAU

## APPENDIX C - Flight Information Display Notification


**FOR ADDITIONAL ACCESSIBILITY ASSISTANCE** call 605-519-9889 or learn more at [RapAirport.com/Accessibility](https://RapAirport.com/Accessibility)

**Service Animal Relief Area**  
Located post-security at the bottom of elevator.




**Area de Descanso para mascotas de servicio**  
Ubicado despues de seguridad en la planta baja.

**Family Restrooms**  
Located by baggage claim and post security screening.




**Baño familiar**  
Ubicado junto al reclamo de equipaje y despues del control de seguridad.

**Visual Paging for Deaf and Hard of Hearing**  
Call 605-519-9889




**Mensajeria Visual Para Personas con Problemas de Audicion**  
605-519-9889

**Wheelchair Assistance**  
Request assistance at your airline's ticket counter.



**Asistencia para el uso de silla de ruedas**  
Solicite asistencia en el mostrador de tu arelinea.



**HIDDEN DISABILITIES SUNFLOWER PROGRAM**  
Free sunflower lanyards are available at the ground transportation desk on the main floor, and may be worn as a subtle way of letting our staff know that they have a non-visible disability and may require additional support, assistance or a bit more time.

**DISCAPACIDADES OCULTAS PROGRAMA GIRASOL**  
Los cordones de girasol gratuitos están disponibles en el mostrador de transporte terrestre en el piso principal y se pueden usar como una forma sutil de informar a nuestro personal que tienen una discapacidad no visible y que pueden necesitar apoyo adicional, asistencia o un poco más de tiempo.

**PARA ASISTENCIA** con el idioma porfavor visite nuestro departamento de estacionamiento localizado en la planta baja. Para asistencia adicional llame 605-519-9889 o vea [RapAirport.com/Accessibility](https://RapAirport.com/Accessibility)

## APPENDIX D - Non-Discrimination Poster

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## Unlawful Discrimination

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Airport Manager or:

Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Federal regulations on unlawful discrimination are available for review in the Airport Manager's Office.

**Coordinator:** Toni Broom  
**Phone:** 605-791-6794  
**Address:** Rapid City Regional Airport  
4550 Terminal Rd. Ste 102  
Rapid City, SD 57703

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## Discriminacion Ilegal

Se prohíbe a los operadores de aeropuertos y a sus arrendatarios, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, impedimento físico o discapacidad en lo que respecta a servicios públicos y oportunidades de empleo. Las alegaciones de discriminación deberán ser dirigidas inmediatamente al Administrador del Aeropuerto o a:

Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Avenue, S.W.  
Washington, D.C. 20591

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen en la oficina del Administrador del Aeropuerto.

**Coordinador:** Toni Broom  
**Teléfono:** 605-791-6794  
**Dirección:** Rapid City Regional Airport  
4550 Terminal Rd. Ste 102  
Rapid City, SD 57703



U.S. Department of Transportation  
Federal Aviation Administration

880101-101

## APPENDIX E - B16001 Language Census Data

Label (Grouping)	South Dakota Estimate	South Dakota Margin of Error
Total:	832,257	±410
Speak only English	777,995	±1,976
Spanish:	17,994	±1,152
Speak English "very well"	11,163	±914
Speak English less than "very well"	6,831	±717
French (incl. Cajun):	904	±312
Speak English "very well"	825	±302
Speak English less than "very well"	79	±70
Haitian:	42	±37
Speak English "very well"	42	±37
Speak English less than "very well"	0	±24
Italian:	70	±60
Speak English "very well"	70	±60
Speak English less than "very well"	0	±24
Portuguese:	304	±143
Speak English "very well"	260	±129
Speak English less than "very well"	44	±37
German:	5,841	±700
Speak English "very well"	4,975	±645
Speak English less than "very well"	866	±183
Yiddish, Pennsylvania Dutch or other West Germanic languages:	604	±217
Speak English "very well"	560	±208
Speak English less than "very well"	44	±47
Greek:	46	±35
Speak English "very well"	40	±34
Speak English less than "very well"	6	±9
Russian:	1,231	±657
Speak English "very well"	896	±489
Speak English less than "very well"	335	±185
Polish:	90	±82
Speak English "very well"	64	±77
Speak English less than "very well"	26	±26
Serbo-Croatian:	414	±171
Speak English "very well"	313	±182
Speak English less than "very well"	101	±79
Ukrainian or other Slavic languages:	731	±267

Speak English "very well"	482	±176
Speak English less than "very well"	249	±194
Armenian:	4	±6
Speak English "very well"	0	±24
Speak English less than "very well"	4	±6
Persian (incl. Farsi, Dari):	162	±164
Speak English "very well"	109	±99
Speak English less than "very well"	53	±73
Gujarati:	121	±116
Speak English "very well"	91	±83
Speak English less than "very well"	30	±50
Hindi:	472	±205
Speak English "very well"	360	±191
Speak English less than "very well"	112	±84
Urdu:	196	±165
Speak English "very well"	183	±163
Speak English less than "very well"	13	±12
Punjabi:	20	±26
Speak English "very well"	14	±19
Speak English less than "very well"	6	±10
Bengali:	134	±125
Speak English "very well"	51	±55
Speak English less than "very well"	83	±88
Nepali, Marathi, or other Indic languages:	2,058	±593
Speak English "very well"	1,298	±493
Speak English less than "very well"	760	±248
Other Indo-European languages:	401	±161
Speak English "very well"	274	±105
Speak English less than "very well"	127	±76
Telugu:	157	±107
Speak English "very well"	116	±88
Speak English less than "very well"	41	±41
Tamil:	40	±57
Speak English "very well"	40	±57
Speak English less than "very well"	0	±24
Malayalam, Kannada, or other Dravidian languages:	123	±99
Speak English "very well"	60	±73
Speak English less than "very well"	63	±58
Chinese (incl. Mandarin, Cantonese):	787	±228
Speak English "very well"	438	±176
Speak English less than "very well"	349	±153

Japanese:	270	±126
Speak English "very well"	129	±67
Speak English less than "very well"	141	±108
Korean:	469	±165
Speak English "very well"	320	±147
Speak English less than "very well"	149	±109
Hmong:	266	±223
Speak English "very well"	30	±38
Speak English less than "very well"	236	±218
Vietnamese:	566	±270
Speak English "very well"	192	±109
Speak English less than "very well"	374	±253
Khmer:	168	±115
Speak English "very well"	54	±65
Speak English less than "very well"	114	±86
Thai, Lao, or other Tai-Kadai languages:	502	±224
Speak English "very well"	311	±182
Speak English less than "very well"	191	±106
Other languages of Asia:	1,184	±392
Speak English "very well"	238	±178
Speak English less than "very well"	946	±353
Tagalog (incl. Filipino):	1,250	±317
Speak English "very well"	773	±227
Speak English less than "very well"	477	±207
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	438	±278
Speak English "very well"	179	±85
Speak English less than "very well"	259	±264
Arabic:	994	±320
Speak English "very well"	731	±247
Speak English less than "very well"	263	±168
Hebrew:	25	±39
Speak English "very well"	25	±39
Speak English less than "very well"	0	±24
Amharic, Somali, or other Afro-Asiatic languages:	2,916	±701
Speak English "very well"	1,780	±591
Speak English less than "very well"	1,136	±334
Yoruba, Twi, Igbo, or other languages of Western Africa:	360	±213
Speak English "very well"	294	±203
Speak English less than "very well"	66	±49
Swahili or other languages of Central, Eastern, and Southern Africa:	2,577	±1,004
Speak English "very well"	1,841	±805



Speak English less than "very well"	736	±302
Navajo:	33	±26
Speak English "very well"	33	±26
Speak English less than "very well"	0	±24
Other Native languages of North America:	8,805	±698
Speak English "very well"	8,066	±627
Speak English less than "very well"	739	±260
Other and unspecified languages:	493	±261
Speak English "very well"	221	±116
Speak English less than "very well"	272	±194

## APPENDIX F – S1701 Census Poverty Status

	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	75,208	±314	12,191	±2,687	16.2%	±3.6
AGE						
Under 18 years	16,366	±1,343	4,258	±1,660	26.0%	±9.9
Under 5 years	3,417	±1,030	380	±256	11.1%	±8.0
5 to 17 years	12,949	±1,504	3,878	±1,608	29.9%	±11.0
Related children of householder under 18 years	16,328	±1,330	4,258	±1,660	26.1%	±9.9
18 to 64 years	43,831	±1,298	5,981	±1,276	13.6%	±2.9
18 to 34 years	16,944	±1,704	1,867	±1,062	11.0%	±5.8
35 to 64 years	26,887	±1,495	4,114	±1,093	15.3%	±3.9
60 years and over	20,558	±1,658	2,545	±799	12.4%	±3.8
65 years and over	15,011	±1,318	1,952	±622	13.0%	±4.0
SEX						
Male	37,295	±1,381	4,468	±1,292	12.0%	±3.4
Female	37,913	±1,366	7,723	±2,096	20.4%	±5.2
RACE AND HISPANIC OR LATINO ORIGIN						

White alone	56,944	±1,790	5,357	±1,881	9.4%	±3.2
Black or African American alone	N	N	N	N	N	N
American Indian and Alaska Native alone	5,503	±1,320	3,104	±1,034	56.4%	±13.3
Asian alone	N	N	N	N	N	N
Native Hawaiian and Other Pacific Islander alone	N	N	N	N	N	N
Some other race alone	N	N	N	N	N	N
Two or more races	10,266	±2,383	2,664	±1,799	25.9%	±14.7
Hispanic or Latino origin (of any race)	N	N	N	N	N	N
White alone, not Hispanic or Latino	55,584	±1,268	5,357	±1,881	9.6%	±3.3
EDUCATIONAL ATTAINMENT						
Population 25 years and over	53,280	±1,407	7,229	±1,414	13.6%	±2.7
Less than high school graduate	3,077	±1,034	1,155	±716	37.5%	±15.2
High school graduate (includes equivalency)	12,678	±1,723	3,242	±1,028	25.6%	±7.4
Some college, associate's degree	17,567	±2,077	1,344	±595	7.7%	±3.4
Bachelor's degree or higher	19,958	±2,111	1,488	±609	7.5%	±3.1
EMPLOYMENT STATUS						
Civilian labor force 16 years and over	38,616	±1,881	2,751	±1,046	7.1%	±2.7
Employed	36,806	±1,965	2,068	±850	5.6%	±2.3
Male	20,577	±1,461	1,260	±621	6.1%	±2.9
Female	16,229	±1,480	808	±431	5.0%	±2.6
Unemployed	1,810	±871	683	±578	37.7%	±26.0
Male	754	±628	142	±202	18.8%	±29.5
Female	1,056	±540	541	±434	51.2%	±31.2
WORK EXPERIENCE						

Population 16 years and over	61,587	±1,353	8,907	±1,668	14.5%	±2.7
Worked full-time, year-round in the past 12 months	27,307	±1,966	506	±403	1.9%	±1.5
Worked part-time or part-year in the past 12 months	14,280	±2,053	2,434	±927	17.0%	±6.4
Did not work	20,000	±1,767	5,967	±1,368	29.8%	±6.2
ALL INDIVIDUALS WITH INCOME BELOW THE FOLLOWING POVERTY RATIOS						
50 percent of poverty level	4,591	±1,660	(X)	(X)	(X)	(X)
125 percent of poverty level	15,651	±2,900	(X)	(X)	(X)	(X)
150 percent of poverty level	18,136	±3,522	(X)	(X)	(X)	(X)
185 percent of poverty level	21,117	±3,518	(X)	(X)	(X)	(X)
200 percent of poverty level	22,108	±3,426	(X)	(X)	(X)	(X)
300 percent of poverty level	39,086	±4,030	(X)	(X)	(X)	(X)
400 percent of poverty level	50,330	±3,047	(X)	(X)	(X)	(X)
500 percent of poverty level	57,668	±2,811	(X)	(X)	(X)	(X)
UNRELATED INDIVIDUALS FOR WHOM POVERTY STATUS IS DETERMINED	18,997	±2,344	4,566	±1,044	24.0%	±4.9
Male	10,465	±1,487	2,025	±668	19.4%	±6.3
Female	8,532	±1,534	2,541	±825	29.8%	±8.0
15 years	0	±172	0	±172	-	**
16 to 17 years	38	±71	0	±172	0.0%	±93.4
18 to 24 years	2,472	±1,096	540	±433	21.8%	±12.9
25 to 34 years	3,415	±1,256	441	±476	12.9%	±12.7
35 to 44 years	2,600	±897	576	±405	22.2%	±13.2
45 to 54 years	1,565	±675	526	±336	33.6%	±18.3
55 to 64 years	2,897	±821	843	±472	29.1%	±15.2
65 to 74 years	3,019	±783	860	±507	28.5%	±14.5

75 years and over	2,991	±666	780	±352	26.1%	±9.6
Mean income deficit for unrelated individuals (dollars)	5,688	±1,068	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	9,447	±1,750	254	±261	2.7%	±2.7
Worked less than full-time, year-round in the past 12 months	2,896	±946	1,285	±673	44.4%	±16.3
Did not work	6,654	±1,111	3,027	±896	45.5%	±10.5
Population in housing units for whom poverty status is determined	74,676	±314	11,947	±2,689	16.0%	±3.6